

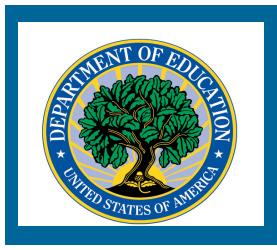
# **Training Process Team Kick-off Working Session**

October 30, 2001



### Welcome

Introductions



#### **Service Standards**

- Be Worthy of Trust
- Be Courteous
- Deliver Great Products and Services
- Be Efficient



### **5 Keys of Training**

- Training should be:
  - Relevant
  - Interactive
  - Engaging
  - Polished
  - Supported



## **Ground Rules**



#### **Goals of the Workshop**

- Pilot the new standard training design & development process
- Apply SFA U's new training methodology to Delivery Systems training
- Plan the Delivery Systems training effort
- Define roles, responsibilities and deliverable timelines
- Utilize standard templates and job aids to outline training design & development activities
- Gather feedback regarding the new training methodology and ease of templates/job aids use



# Agenda

Time	Topic
9:00	Introductions
	Explanation of Process
	Overview of Process
	Plan It Overview
	Roles & Responsibilities
	Training Needs Analysis working session
	Audience Analysis
	Performance Analysis
3:30	Closing
4:00	Happy Hour at Cap City Brewery



# **Training Process Overview Presentation**

- Develop
  - Plan It
  - Design It
  - Build It
- Deliver
  - Do It
  - Assess It



#### **Plan It Overview**

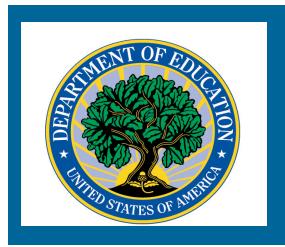
Major Deliverables Include: Training Needs Analysis, Instructional Design Plan, Project Plan, and Task Order

Phases	Major Deliverables  Task(s)    Training Needs Analysis  Conduct Audience Analysis    Conduct Performance Analysis  Conduct Performance Analysis    Instructional Design  Identify Learning Objectives    Identify Content Scope (Content Inventory)  Determine Delivery Strategy/Instructional Strategy    Identify Legistics Strategy  Identify Roles (Role Map)    Project Plan  Identify Stakeholders    Create Workplan (Tarks, Deliverable Schedule, Check-in Points)	Task(s)					
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0.220	I raining Needs Analysis	Conduct Performance Analysis	SFAUPM, ID, SMEr, Urore				
43		Identify Learning Objectives	ID				
_	Instructional Design	Identify Content Scope (Content Inventory)	ID, SME-		699		3 8
Dian Iti	Plan	Determine Delivery Strategy/Instructional Strategy	ID, SFAUPM		850		8107
		Identify Engirtian Strategy	LC				
		Identify Raler (Rale Map)	PS,PPM,SFAUPM,ID		200		\$18
	Project Plan	Identify Stakeholderr	SFAUPM		9-81		<b>8</b> 0
	1 Toject I kan	Greate Workplan (Tarkr, Deliverable Schedule, Check-in Pointr)	SFAUPM, LC, Production		S. 1.3	6183	<b>(3)</b>
		Davalop Budgat	SFAUPM				
	Task Order	Croato, Roviou and Award Tark Order	SFAUPM, COR, PS, PPM		20		
	The first Market	Kickraffmooting					
S. 688	Project Management	Control project work throughout each phase	SFAUPM, PPM	H			



## **Role Matrix**

			Time	
	Role	Responsibilities	Commitment	How Many/Who?
	3.00.2010	Set strategic direction		
.0		Approve Business Case		
4		Funding control		
후		Approve recommendations		
Leadership	Program Sponsor (PS)	Sign-off authority	GC 46	
_		Set strategic direction		
	SFA U Project Sponsor	Approve recommnedations		
	asias esvicis dissolutions are outsidession	Sponsor support	li li	
		Project promotion		
		Team buy-in		
		Oversee project		
		Review & approve recommendations		
		Sign-off designee		
		Manage SME involvement		
	Program Project Manager (PPM)	Control project work throughout each phase	ge de	
		Monitor progress		
		Establish & support project team		
		Review recommendations		
	SFAU Project Manager	Negotiate sourcing options		
	S 50 125	Conduct performance analysis	26 Ye	
		Create project plan		
E		Create deliverable schedule		
.e		Manage daily project tasks		
7		Identify & review deliverables (facilitator/participant/TOT)		
Project Team	Team Lead	Control project work throughout each phase		
2		Conduct performance analysis		
•		Provide input & direction on the design and development of training	1	
		materials		
		Develop the Curriculum Plan		
		Determine training delivery strategy		
		ldentify & design instructional platform		
	2	Create Content Outline		
	Instructional Designer (ID)	Identify & build Help/Support processes		



# Training Needs Analysis Working Session

- Conduct audience analysis
- Conduct performance analysis



### **Audience Analysis**

- Outlines and identifies user groups and their job activities
- Identifies the following factors:
  - User groups
  - Number of users to train
  - Audience background/Level of Delivery Systems awareness
  - Roles and responsibilities of specific job functions
  - Geographic area of users
  - Culture/Work environment
  - Delivery constraints or special issues/concerns
- Helps target training materials to meet the specific needs of the training audience



# **Audience Analysis**

			Audience	Characteristics		
User Groups	# of People	Background	Job	Geography	Culture	Delivery Constraints



### **Performance Analysis**

- The performance analysis identifies:
  - Target level of performance
  - Current level of performance
  - The gap between the target and current levels of performance



#### **Performance Analysis**

Business goal (Domain)

Metrics of the goal (Measurable Criteria)

Task to achieve metric (Action)

Skills (Ability)

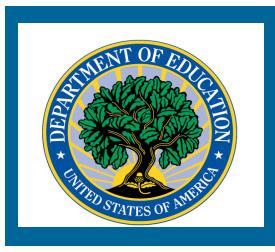
Knowledge (Content)

- What is needed to complete the task?
- Where is the audience today?



# **Performance Analysis**

Measurable Criteria	Action	Ability	Content	Condition	Where the Audience is Today



#### **Review of Day 1**

- Overview of training development process
- Overview of Plan It phase
  - Roles and responsibilities
- Training Needs Analysis
  - Audience Analysis
  - Performance Analysis



### **Preview of Day 2**

- Instructional Design Plan Working Session
  - What are learning objectives?

#### Statements that:

- Describe the desired performance of a task
- Describe results required to be considered "job ready"
- Document the conditions needed to perform tasks
- Project Plan Working Session
- Next Steps



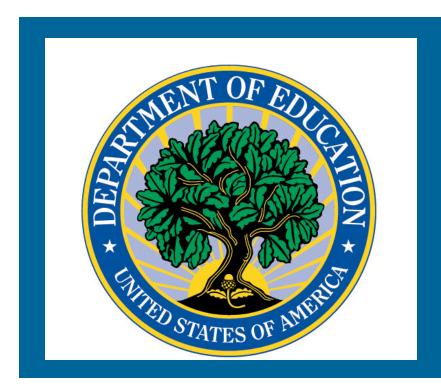
# Happy Hour Location and Directions

- Capitol City Brewery
- Capitol Hill
  2 Massachusetts Avenue, NE
  (202) 842-BEER



#### Directions:

The Capitol Hill location is located right across the street from Union Station in the historic Postal Square Building. It is a red line Metro stop.



# **Training Process Team Kick-off Working Session**

October 31, 2001



#### **Goals of the Workshop**

- Pilot the new standard training design & development process
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- Utilize standard templates and job aids to outline training design & development activities
- Gather feedback regarding the new training methodology and ease of templates/job aids use



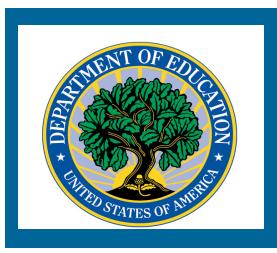
# Agenda

Time	Topic
9:00	Instructional Design Plan Working Session
	Learning Objectives
	Content Scope
	Delivery Strategy/ Instructional Strategy
	Logistics Strategy
	Project Plan Working Session
	Stakeholders and Communication
	Workplan (Tasks, Deliverable Schedule, Check-in Points)
	Task Order
3:00	Next Steps
	Next gatherings / meetings



# Instructional Design Plan Working Session

- An instructional design plan is:
  - An outlined approach to training
  - Based on the training needs identified by the audience and performance analyses
- It includes an overview of:
  - Learning Objectives
  - Content Scope
  - Delivery Strategy / Instructional Strategy
  - Logistics Strategy



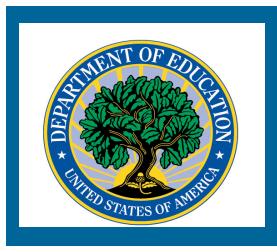
### **Learning Objectives**

- What are learning objectives?
  Statements that:
  - Describe the desired performance of a task
  - Describe results required to be considered "job ready"
  - Document the conditions needed to perform tasks



# **Learning Objectives**

Action/Performance	Condition	Criteria (Criterion)	Learning Objective



#### **Content Scope**

- The content scope outlines the knowledge and information included in the course modules
- Based on the domains and knowledge identified in the performance analysis
- Follows on learning objectives by considering what content will enhance outcomes



# **Content Scope**

Course Objectives	Content Category	Concepts



# Delivery Strategy/ Instructional Strategy

- Delivery strategy
  - The medium by which the instruction is presented
  - Formats may include:
    - Classroom, Instructor-led, Expert-led, Self-study, (CBT), CD, Video Conference, Business Simulation, Audio Conferencing, Web
- Instructional strategy
  - The method by which the skills and information are delivered
  - Formats may include:
    - Lecture, Demonstration, Workshop, Walkthrough, Exercise Simulation, Discussion, Case Study, Goal-Based Scenario, Game, Reading



# Delivery Strategy/ Instructional Strategy

		User Groups	
Factors			
Academa			
Audience			
Size of audience			
Geographic dispersion			
Performance			
Complexity of content			
Volume of content			
Complexity of tasks			
Stability of content and tasks			



#### **Logistics Strategy**

- The initial logistics strategy is a high-level plan which includes:
  - Number of events
  - Location of events
  - Number of participants per event
  - Delivery Support
  - Materials needed



# **Logistics Strategy**

Number of Events	Location of Events	Number of Participants per Event	Delivery Support	Materials Needed



### **Project Plan Working Session**

- The core management plan that includes:
  - Role map
  - Stakeholder analysis
  - Work plan
    - Tasks, deliverable schedule, check-in points



# Stakeholder Analysis and Communication Plan

- The stakeholder analysis supports the successful delivery of training by identifying the internal and external stakeholders for the training project
- Stakeholders may include sponsors, supervisors, SME's, training developers, and the users



# **Stakeholder Analysis & Communication Plan**

Stakeholders	Inter	est in Projec	t	Communication Needs
Stakeholders	Understanding	Support	Influence	Communication Needs



# Workplan

- Tasks
- Deliverable schedule
- Check-in points



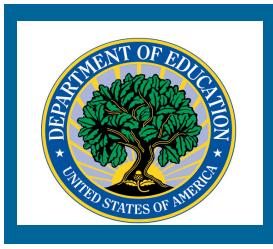
# Workplan

Deliver- able #	Deliverable	Responsibility	Due date	11/2	11/9	11/16	11/23	11/30	12/7	12/14	12/21	12/28	1/4	1/11	1/18	1/25	2/1	2/8	2/15	2/22	3/1	3/8	3/15	3/22	3/29



## **Task Order**

Task Order format



#### **Review of Day 2**

- Instructional Design Plan Working Session
  - Learning objectives
  - Content Scope
  - Delivery strategy / Instructional strategy
  - Logistics strategy
- Project Plan Working Session
  - Stakeholder analysis & communications plan
  - Workplan



### **Design It – A Preview**

Major Deliverables Include: Instructional Strategy, Content Outline, Alpha Usability Test, Evaluation Instrument, Deliverable Schedule, and Support Processes

	P.O.	Constrai project work throughout each phare	TATHUT PLETTING				ж	_	101		m	3001	
		Create Macra Staryboard (Goal Map)	ID, SMEr	Ι	П	$\perp$					$\blacksquare$		Ī
		Review and Adopt Training Material Standards (Templates)	ID, SMEr					2000		0			
2005	Instructional Strategy/ Storyboard	Croato Enqaqomont, Intoractivo and Loarning Rolovanco Activitios (Activity Namo, Activity Typo, Loarning Objectivo for Activity, Contont Scope, Artifacts/Tools, Examples Noodod, Foodback Stratogy)	ID, SMEr, LO	- 20		200	4,79					4 33	
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		Croate Lagistics Timeline (Lagistics, Resource & Site Requirements)	SFAUPM					- 3	П	I			
	Support Processes	Identify Holp/Support Processes required	SFAUPM,ID	Г	П								
	Project Management	Kick-off mooting	All Participants	0	П			- 3					ĺ
		Croato Cammunication Plan	SFAUPM, Comm	Ι	П				П	$\perp$	П		
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# **Next Steps**

- Schedule
  - Next gathering / conference call